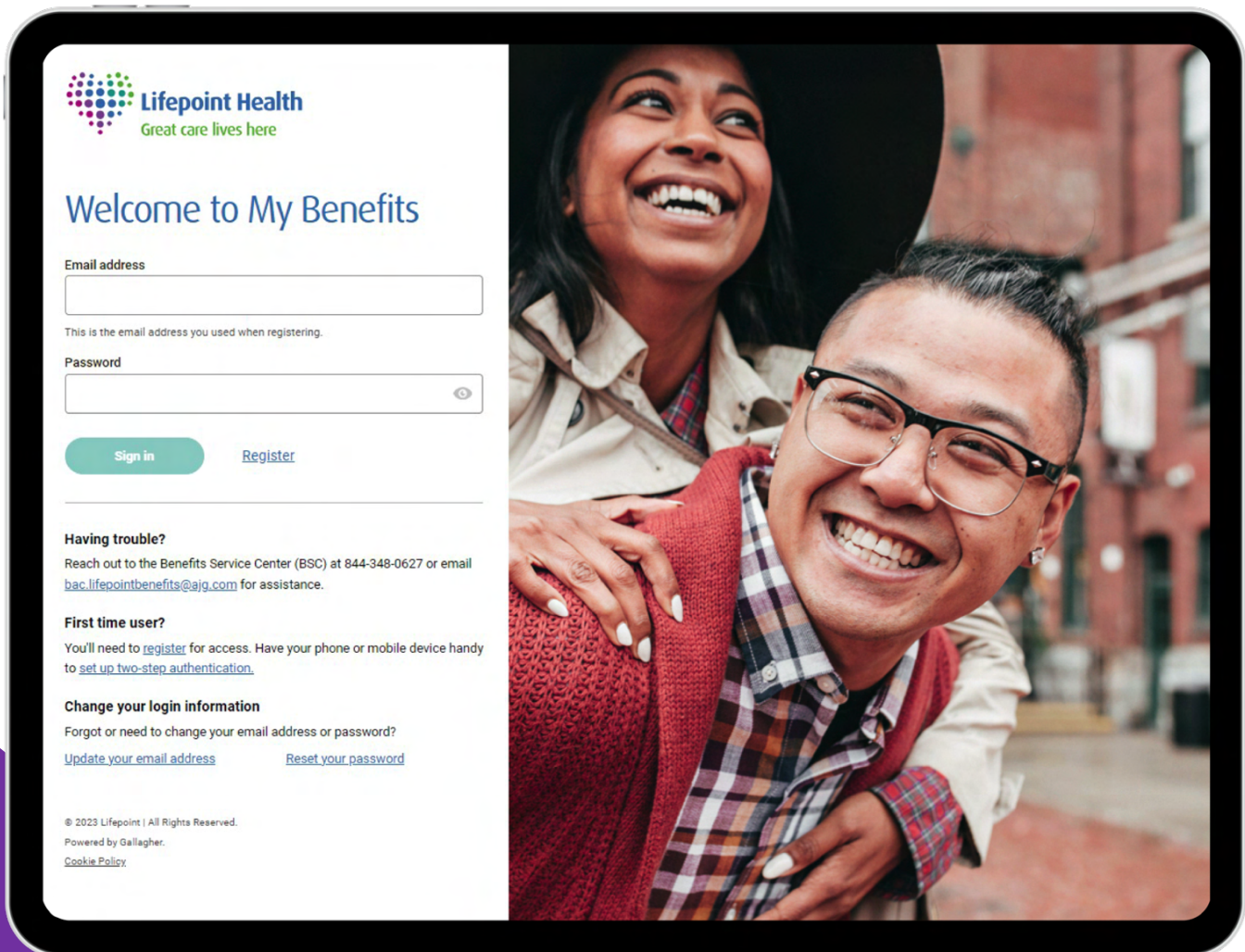





Multi-Factor Authentication

Step 1: Upon opening the **My Benefits** site (lifepointbenefits.net), employees who are not yet registered can use the “register” link to follow the prompts and register their account.



 **Lifepoint Health**
Great care lives here

Welcome to My Benefits

Email address

This is the email address you used when registering.

Password

[Sign in](#) [Register](#)

Having trouble?
Reach out to the Benefits Service Center (BSC) at 844-348-0627 or email bac.lifepointbenefits@ajg.com for assistance.

First time user?
You'll need to [register](#) for access. Have your phone or mobile device handy to [set up two-step authentication](#).

Change your login information
Forgot or need to change your email address or password?
[Update your email address](#) [Reset your password](#)

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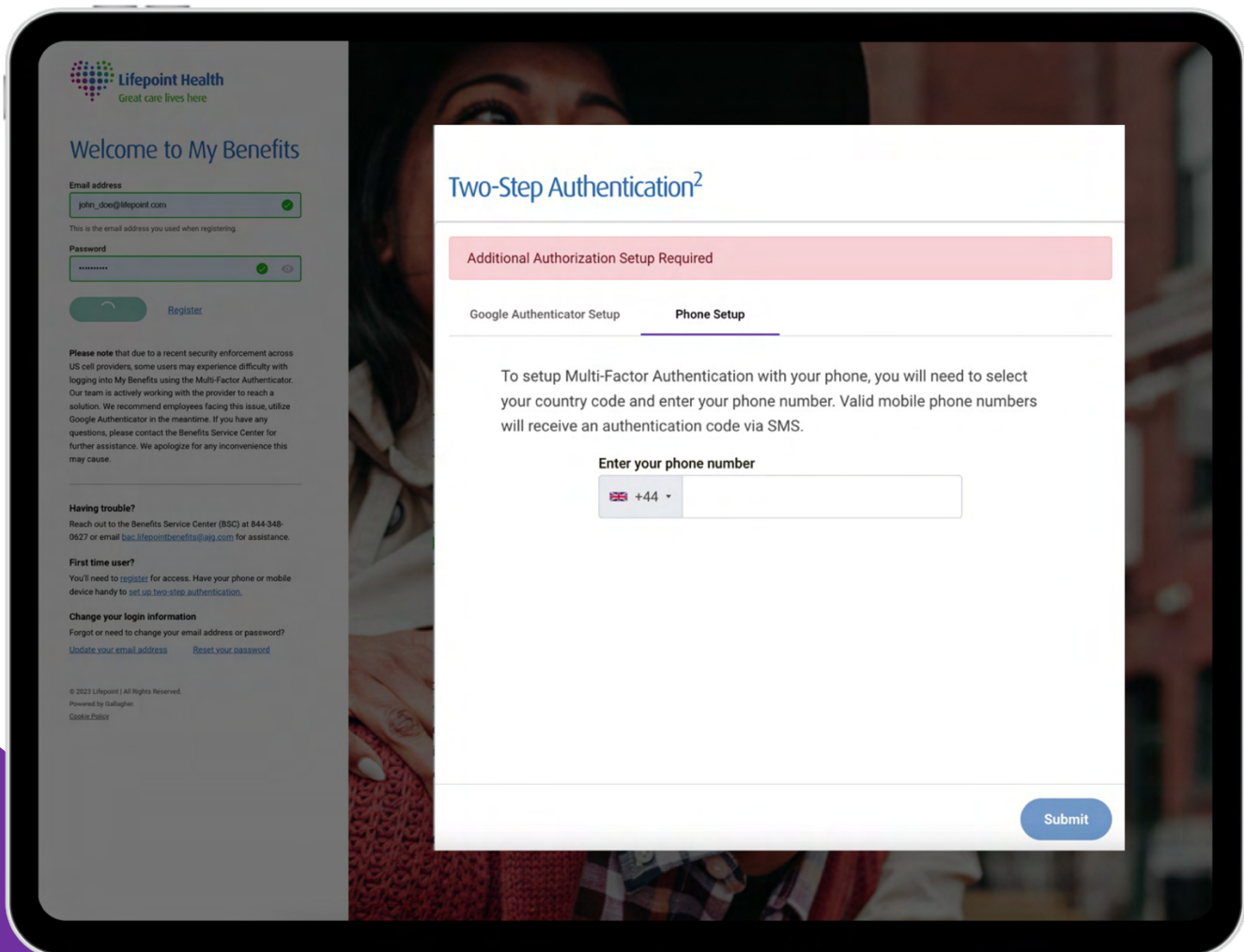
Step 2: Once registered, upon first login, where Multi-Factor Authenticator has not previously been activated, the user will be presented with the screen below. When clicking the **“Receive via app”** link, the user will be shown the following instructions. Once the app has been downloaded and set-up, you will be required to enter in the authentication code each time you log-in, where you will be authenticated and taken to the **My Benefits** homepage.



Please note only one type of MFA needs to be set-up; either the authenticator app or the SMS authentication.



Step 3: When clicking the “**Receive via SMS**” link, you will be shown the below screen with instructions. Once phone setup has been completed, you will receive an SMS with a 6-digit authentication code to enter, once authenticated you will be taken to the **Lifepoint Benefits homepage**.

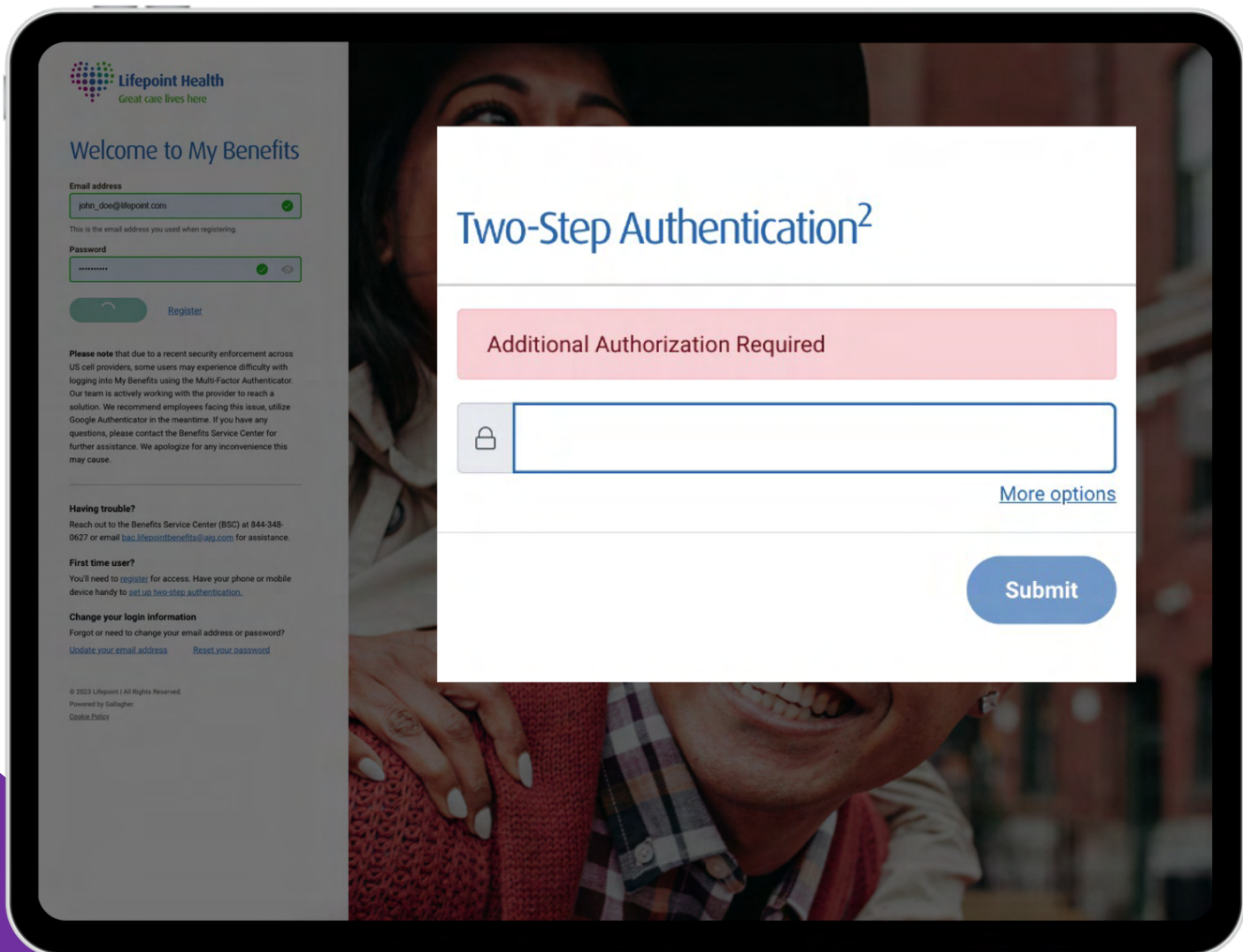


The image shows a tablet screen with the Lifepoint Health logo and 'Welcome to My Benefits' header. The login form includes fields for 'Email address' (john_doe@lifepoint.com) and 'Password'. A 'Register' button is visible. Below the login form, there is a 'Please note' section about security enforcement, a 'Having trouble?' section with contact information, a 'First time user?' section, and a 'Change your login information' section with links to 'Update your email address' and 'Reset your password'. A 'Two-Step Authentication' overlay is displayed on the right side of the screen. It has a title 'Two-Step Authentication²' and a pink banner that says 'Additional Authorization Setup Required'. Below this, there are two tabs: 'Google Authenticator Setup' and 'Phone Setup'. The 'Phone Setup' tab is selected. The text under 'Phone Setup' says: 'To setup Multi-Factor Authentication with your phone, you will need to select your country code and enter your phone number. Valid mobile phone numbers will receive an authentication code via SMS.' Below this text is a form labeled 'Enter your phone number' with a dropdown menu showing '+44' and a text input field. A 'Submit' button is at the bottom right of the overlay.

Please note only one type of MFA needs to be set-up; either the authenticator app or the SMS authentication.



Step 4: On subsequent logins, users will be presented with the screen relevant to their original two-step authentication choice (APP or SMS).



Lifepoint Health
Great care lives here

Welcome to My Benefits

Email address

This is the email address you used when registering.

Password

[Register](#)

Please note that due to a recent security enforcement across US cell providers, some users may experience difficulty with logging into My Benefits using the Multi-Factor Authenticator. Our team is actively working with the provider to reach a solution. We recommend employees facing this issue, utilize Google Authenticator in the meantime. If you have any questions, please contact the Benefits Service Center for further assistance. We apologize for any inconvenience this may cause.

Having trouble?
Reach out to the Benefits Service Center (BSC) at 844-348-0627 or email bac.lifepointbenefits@avg.com for assistance.

First time user?
You'll need to [register](#) for access. Have your phone or mobile device handy to [set up two-step authentication](#).

Change your login information
Forgot or need to change your email address or password?
[Update your email address](#) [Reset your password](#)

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Two-Step Authentication²

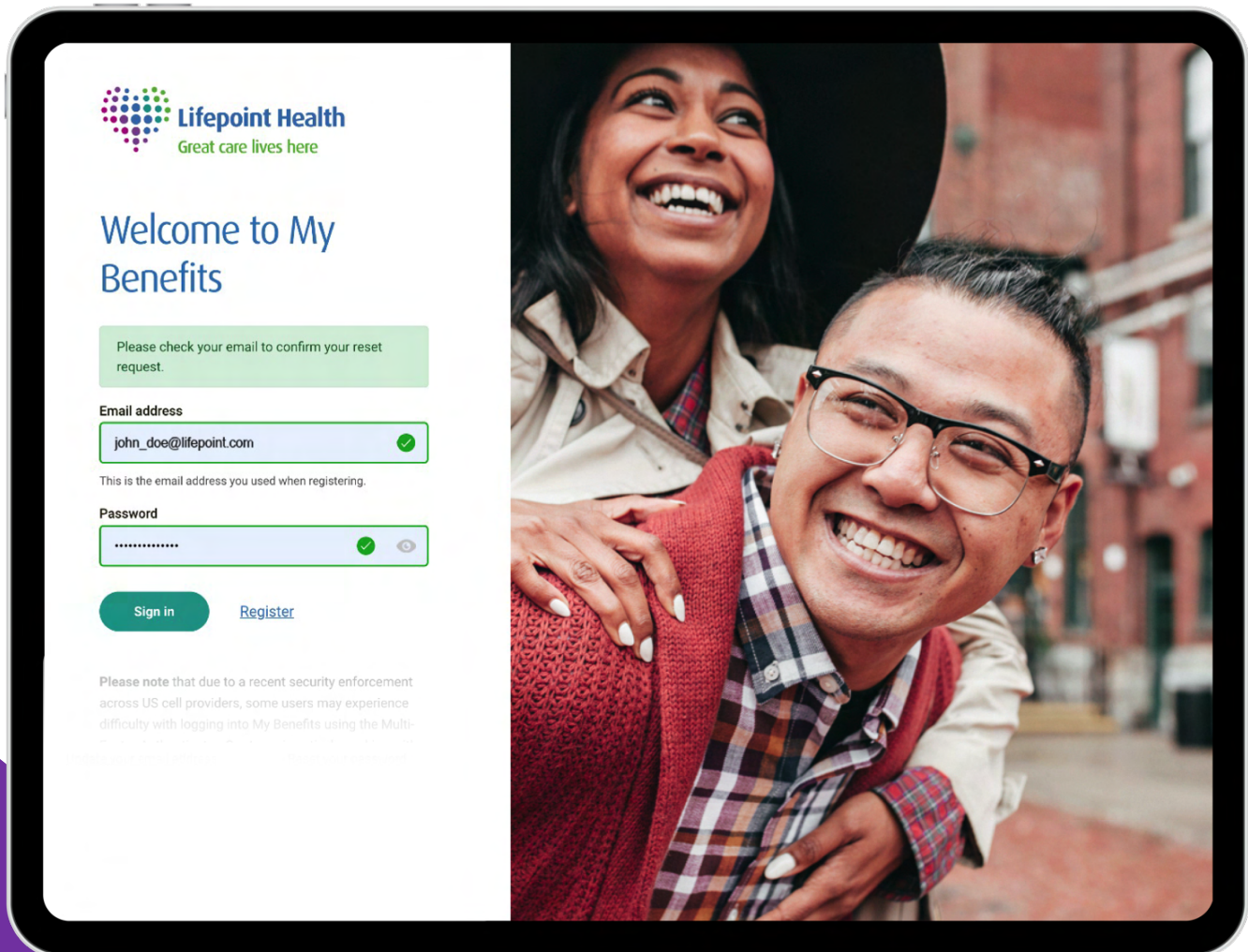
Additional Authorization Required


[More options](#)

[Submit](#)



Step 5: If a Multi-Factor Authentication reset is required, you can simply request a reset on the login page. You will see a green banner once the reset has been initiated.



 **Lifepoint Health**
Great care lives here

Welcome to My Benefits

Please check your email to confirm your reset request.

Email address

✓

This is the email address you used when registering.

Password

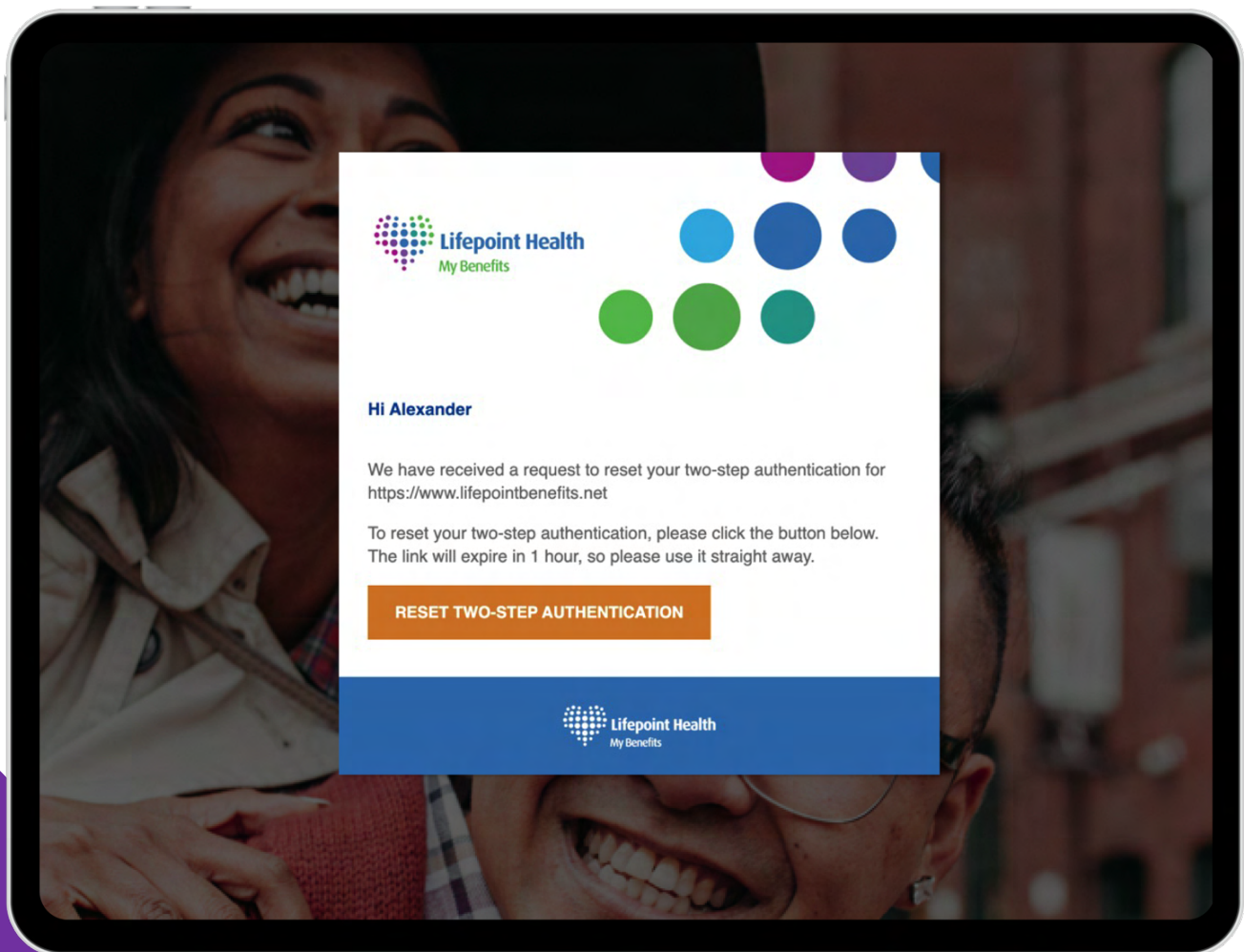
✓

[Sign in](#) [Register](#)

Please note that due to a recent security enforcement across US cell providers, some users may experience difficulty with logging into My Benefits using the Multi-Factor Authentication app. If you are having trouble, please contact your IT support.



Step 6: Following the reset request, you will receive the following email to your registered email address, prompting you to reset your account by following the instructions. Please note, the emailed link expires within 1 hour.



Step 7: Once you receive the email and click on the link within 1 hour, you will be taken to the **My Benefits** website and will see the success message as shown below. You will be required to re-register your account, which you can do by clicking the link within the green banner.

